

Amendments to the Claims:

Please cancel claims 111-113 without prejudice.

The following listing of claims will replace all prior versions and/or listings of claims in the application.

Listing of Claims:

1. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
 - initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
 - initiating a first step in the processing of the insurance claim, ~~wherein the context-sensitive help for the step is automatically invoked when initiating the step;~~
 - ~~reading~~ retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step ~~comprises~~ is a unique code for the display page for the first step;
 - locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;

- reading the first unit of help information for the first step from the first help information entry in the help database;
displaying the first unit of help information read from the first help information entry for the first step on the display; and
displaying the display page for the first step on the display.
2. (Previously presented): The method of claim 1, further comprising:
locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;
reading the second unit of help information for the first step from the second help information entry in the help database; and
displaying the second unit of help information read from the second help information entry for the first step on the display.
3. (Original): The method of claim 2, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.
4. (Previously presented): The method of claim 1,
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;

wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and

wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

5. (Original): The method of claim 4,
wherein said locating the first help information entry for the first step in the help database using the page identifier for the display page comprises:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.
6. (Previously presented): The method of claim 5,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim.
7. (Previously presented): The method of claim 5,

wherein the one or more help information tables comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

8. (Previously presented): The method of claim 1,
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.
9. (Previously presented): The method of claim 1,
wherein the first unit of help information read from the first help information entry for the display page is extracted from a guidebook comprising a plurality of terms used in bodily injury insurance claims processing.
10. (Previously presented): The method of claim 1, further comprising:
providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
receiving a first term to be searched for in the search interface;
initiating a search for the first term in the help database;
locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
reading the first unit of help information for the first term from the first help information entry in the help database; and
displaying the first unit of help information read from the first help information entry for the first term on the display.
11. (Original): The method of claim 10, further comprising:

- locating a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;
- reading the second unit of help information for the first term from the second help information entry in the help database; and
- displaying the second unit of help information read from the second help information entry for the first term on the display.
12. (Original): The method of claim 11, further comprising:
- determining a first relevance value for the first unit of help information read from the first help information entry for the first term;
- determining a second relevance value for the second unit of help information read from the second help information entry for the first term; and
- wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.
13. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
- initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
- initiating a first step in the processing of the bodily injury insurance claim, ~~wherein the context sensitive help for the step is automatically invoked when initiating the step;~~

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step comprises ~~is~~ a unique code for the display page for the first step;

locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables;

reading the first object identifier from the first page identifier entry;

locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;

displaying the first unit of help information read from the first help information entry for the first step on the display; and

displaying the display page for the first step on the display.

14. (Previously presented): The method of claim 13, further comprising:

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;

retrieving the second object identifier from the second page identifier entry;

locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;

reading the second unit of help information for the first step from the second help information entry in the first help information table; and

displaying the second unit of help information read from the second help information entry for the first step on the display.

15. (Original): The method of claim 14, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.
16. (Original): The method of claim 14, further comprising:
reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry in the first index table;
reading a second relevance value for the second unit of help information read from the second help information entry for the first step from the second page identifier entry in the first index table; and
wherein the first unit of help information and the second unit of help information are displayed on the display in order of their relevance values.
17. (Original): The method of claim 13,
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;
wherein the method further comprises:
locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third

object identifier for locating help information entries in the one or more help information tables;
retrieving the third object identifier from the first content item code entry;
locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;
reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table;
and
displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

18. (Original): The method of claim 17, further comprising:
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and
wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.
19. (Original): The method of claim 17, further comprising:
reading a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;
reading a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and

wherein the first unit of help information and the third unit of help information are displayed on the display in order of their relevance values.

20. (Previously presented): The method of claim 13,
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.
21. (Cancelled).
22. (Previously presented): The method of claim 13,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim.
23. (Previously presented): The method of claim 13,
wherein the one or more help information tables comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.
24. (Currently amended): A method for providing context-sensitive help in a computer-based bodily injury insurance claims processing system comprising a display, the method comprising:
initiating processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a

bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim, ~~wherein the context sensitive help for the step is automatically invoked when initiating the step;~~

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step comprises ~~is~~ a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieving a plurality of object identifiers from the plurality of page identifier entries;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;

displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and

displaying the display page for the first step on the display.

25. (Original): The method of claim 24, further comprising:

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and

displaying the first plurality of units of help information on the display in order of the first plurality of relevance values.

26. (Previously presented): The method of claim 24,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;
wherein one or more of the plurality of content items of the first step are associated with a content item code; and
wherein the method further comprises:
 retrieving one or more content item codes for the one or more of the plurality of content items;
 locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;
 retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;
 locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;
 reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and
 displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

27. (Original): The method of claim 26, further comprising:

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables;
and

displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.

28. (Previously presented): The method of claim 26, further comprising:
determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 29-42 (Cancelled)

43. (Currently amended): A bodily injury insurance claims processing system comprising:
a computer system including a memory medium;
a display device coupled to the computer system;
one or more user input devices coupled to the computer system;
a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database; and

a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:

initiate processing of a bodily injury insurance claim on the bodily injury

insurance claims processing system, wherein said processing of the bodily injury insurance claim comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein each step is associated with a page identifier, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim, ~~wherein context sensitive help for the step is automatically invoked when the step is initiated;~~

locate a first help information entry for the first step in the help database using a page identifier for the first step, wherein the page identifier for the display page for the first step comprises is a unique code for a display page for the first step, wherein the first help information entry for the first step includes a first unit of help information for the first step;

read the first unit of help information for the first step from the first help information entry in the help database;

display the first unit of help information read from the first help information entry for the first step on the display device; and

display the display page for the first step on the display device.

44. (Previously presented): The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:

locate a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;
read the second unit of help information for the first step from the second help information entry in the help database; and
display the second unit of help information read from the second help information entry for the first step on the display screen.

45. (Previously presented): The system of claim 44, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;
determine a second relevance value for the second unit of help information read from the second help information entry for the first step; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

46. (Previously presented): The system of claim 43,

wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information; and
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers.

47. (Previously presented): The system of claim 46,
wherein, in said locating the first help information entry for the first step in the help
database using the page identifier for the display page, the bodily injury insurance
claims processing program is further executable to:
locate in the index table a first index table entry comprising a page identifier that
matches the page identifier for the display page, wherein the first index
table entry comprises a first object identifier;
read the first object identifier from the index table entry; and
locate in a first of the one or more help information tables the first help
information entry for the first object identifier, wherein an object identifier
in the first help information entry matches the first object identifier from
the first index table entry, and wherein the first help information entry
further comprises the first unit of help information for the first step.
48. (Previously presented): The system of claim 47,
wherein the one or more help information tables comprise a header table, wherein units
of help information in the header table include headers from one or more
documents related to the processing of the bodily injury insurance claim.
49. (Previously presented): The system of claim 47,
wherein the one or more help information tables comprise a text table, wherein units of
help information in the text table include text sections from one or more
documents related to the processing of the bodily injury insurance claim.
50. (Cancelled).

51. (Previously presented): The system of claim 43, wherein the bodily injury insurance claims processing program is further executable to:

- provide a search interface on the display device, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database from one or more of the user input devices;
- accept a first term to be searched for in the search interface, wherein the first term is entered by a user of the bodily injury insurance claims processing system using one or more of the user input devices;
- initiate a search for the first term in the help database;
- locate a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
- read the first unit of help information for the first term from the first help information entry in the help database; and
- display the first unit of help information read from the first help information entry for the first term on the display device.

52. (Previously presented): The system of claim 51, wherein the bodily injury insurance claims processing program is further executable to:

- locate a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;
- read the second unit of help information for the first term from the second help information entry in the help database; and
- display the second unit of help information read from the second help information entry for the first term on the display.

53. (Previously presented): The system of claim 52, wherein the bodily injury insurance claims processing program is further executable to:

- determine a first relevance value for the first unit of help information read from the first help information entry for the first term;
- determine a second relevance value for the second unit of help information read from the second help information entry for the first term; and
- wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

54. (Currently amended): A bodily injury insurance claims processing system comprising:

- a computer system including a memory medium;
- a display device coupled to the computer system;
- a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:
 - one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;
 - one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database;
 - and
 - one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and
- a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:
 - initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury

insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim, ~~wherein context sensitive help for the step is automatically invoked when the step is initiated;~~

retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step comprises ~~is~~ a unique code for the display page for the first step;

locate a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in the one or more help information tables;

read the first object identifier from the first page identifier entry;

locate a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step

read the first unit of help information for the first step from the first help information entry in the first help information table;

display the first unit of help information read from the first help information entry for the first step on the display device; and

display the display page for the first step on the display device

55. (Previously presented): The system of claim 54, wherein the bodily injury insurance claims processing program is further executable to:

- locate a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;
- retrieve the second object identifier from the second page identifier entry;
- locate a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;
- read the second unit of help information for the first step from the second help information entry in the first help information table; and
- display the second unit of help information read from the second help information entry for the first step on the display.

56. (Previously presented): The system of claim 55, wherein the bodily injury insurance claims processing program is further executable to:

- determine a first relevance value for the first unit of help information read from the first help information entry for the first step;
- determine a second relevance value for the second unit of help information read from the second help information entry for the first step; and
- wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

57. (Previously presented): The system of claim 55, wherein the bodily injury insurance claims processing program is further executable to:

- read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry in the first index table;

read a second relevance value for the second unit of help information read from the second help information entry for the first step from the second page identifier entry in the first index table; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

58. (Previously presented): The system of claim 54,
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;
wherein the bodily injury insurance claims processing program is further executable to:
locate a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;
retrieve the third object identifier from the first content item code entry;
locate a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;
read the third unit of help information for the first content item of the first step from the third help information entry in the first help information table;
and
display the third unit of help information read from the third help information entry for the first content item of the first step on the display.

59. (Previously presented): The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

determine a first relevance value for the first unit of help information read from the first help information entry for the first step;
determine a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

60. (Previously presented): The system of claim 58, wherein the bodily injury insurance claims processing program is further executable to:

read a first relevance value for the first unit of help information read from the first help information entry for the first step from the first page identifier entry;
read a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step from the third page identifier entry; and
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

61. (Cancelled).

62. (Previously presented): The system of claim 54,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim.

63. (Previously presented): The system of claim 54,
wherein the one or more help information tables comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

64. (Currently amended): A bodily injury insurance claims processing system comprising:
- a computer system including a memory medium;
 - a display device coupled to the computer system;
 - one or more user input devices coupled to the computer system;
 - a help database for the bodily injury insurance claims processing system stored in the memory medium, wherein the help database comprises:
 - one or more documents related to the processing of bodily injury insurance claims in the bodily injury insurance claims processing system;
 - one or more help information tables comprising help information entries configured for use in locating occurrences of terms in the help database;
 - and
 - one or more index tables comprising index table entries configured for use in locating help information entries in the one or more help information tables; and
 - a bodily injury insurance claims processing program stored in the memory medium and executable within the computer system, wherein the bodily injury insurance claims processing program is executable to:
 - initiate processing of a bodily injury insurance claim on the computer-based bodily injury insurance claims processing system, wherein said processing of the bodily injury insurance claim in the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display device, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiate a first step in the processing of the bodily injury insurance claim, ~~wherein context-sensitive help for the step is automatically invoked when the step is initiated;~~

retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step comprises ~~is~~ a unique code for the display page for the first step;

locate a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieve a plurality of object identifiers from the plurality of page identifier entries;

locate a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help information entries includes a unit of help information for the display page for the first step;

read a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;

display the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display device; and

display the display page for the first step on the display device.

65. (Previously presented): The system of claim 64, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and

display the first plurality of units of help information on the display in order of the first plurality of relevance values.

66. (Previously presented): The system of claim 64,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;
wherein one or more of the plurality of content items of the first step are each associated
with a content item code; and
wherein the bodily injury insurance claims processing program is further executable to:
retrieve one or more content item codes for the one or more of the plurality of
content items;
locate one or more content item code entries for the one or more content item
codes in the one or more index tables, wherein each of the one or more
content item code entries includes an object identifier for locating help
information entries in the one or more help information tables;
retrieve one or more object identifiers from the one or more content item code
entries for the one or more content item codes;
locate a second plurality of help information entries for the one or more object
identifiers in the one or more help information tables, wherein the second
plurality of help information entries for the one or more object identifiers
each include a unit of help information;
read a second plurality of units of help information for the one or more of the
plurality of content items from the second plurality of help information
entries in the one or more help information tables; and
display the second plurality of units of help information read from the second
plurality of help information entries on the display device.

67. (Previously presented): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

read a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;

read one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables;

and

display the first plurality of units of help information and the second plurality of units of help information on the display device in order of the relevance values.

68. (Previously presented): The system of claim 66, wherein the bodily injury insurance claims processing program is further executable to:

determine a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

display the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 69-80 (Cancelled)

81. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a

bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;
initiating a first step in the processing of the bodily injury insurance claim, ~~wherein the context sensitive help for the step is automatically invoked when initiating the step;~~
~~reading~~ retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step comprises is a unique code for the display page for the first step;
locating a first help information entry for the first step in a help database using the page identifier for the display page, wherein the first help information entry for the first step includes a first unit of help information for the first step;
reading the first unit of help information for the first step from the first help information entry in the help database;
displaying the first unit of help information read from the first help information entry for the first step on the display; and
displaying the display page for the first step on the display.

82. (Previously presented): The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:

locating a second help information entry for the first step in the help database using the page identifier for the display page, wherein the second help information entry for the first step includes a second unit of help information for the first step;
reading the second unit of help information for the first step from the second help information entry in the help database;
determining a first relevance value for the first unit of help information read from the first help information entry for the first step;

determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
displaying the second unit of help information read from the second help information entry for the first step on the display;
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

83. (Previously presented): The carrier medium of claim 81,
wherein the help database comprises an index table comprising a plurality of index table entries, wherein a first portion of the plurality of index table entries each comprise a page identifier and an object identifier;
wherein the help database further comprises one or more help information tables each comprising a plurality of help information entries, wherein each of the plurality of help information entries comprises an object identifier and a unit of help information;
wherein the index table entries in the index table are used to locate help information entries in the one or more help information tables by matching index table entry object identifiers to help information entry object identifiers; and
wherein, in said locating the first help information entry for the first step in the help database using the page identifier for the display page, the program instructions are further computer-executable to implement:
locating in the index table a first index table entry comprising a page identifier that matches the page identifier for the display page, wherein the first index table entry comprises a first object identifier;
reading the first object identifier from the index table entry; and
locating in a first of the one or more help information tables the first help information entry for the first object identifier, wherein an object identifier in the first help information entry matches the first object identifier from

the first index table entry, and wherein the first help information entry further comprises the first unit of help information for the first step.

84. (Previously presented): The carrier medium of claim 83, wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.
85. (Previously presented): The carrier medium of claim 81, wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.
86. (Previously presented): The carrier medium of claim 81, wherein the program instructions are further computer-executable to implement:
- providing a search interface on the display, wherein the search interface is configured to accept user input of one or more terms to be searched for in the help database;
 - receiving a first term to be searched for in the search interface;
 - initiating a search for the first term in the help database;
 - locating a first help information entry for the first term in the help database, wherein the first help information entry for the first term includes a first unit of help information for the first term;
 - reading the first unit of help information for the first term from the first help information entry in the help database; and

displaying the first unit of help information read from the first help information entry for the first term on the display.

87. (Original): The carrier medium of claim 86, wherein the program instructions are further computer-executable to implement:

locating a second help information entry for the first term in the help database, wherein the second help information entry for the first term includes a second unit of help information for the first term;

reading the second unit of help information for the first term from the second help information entry in the help database;

determining a first relevance value for the first unit of help information read from the first help information entry for the first term;

determining a second relevance value for the second unit of help information read from the second help information entry for the first term; and

displaying the second unit of help information read from the second help information entry for the first term on the display;

wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

88. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the bodily injury insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayable in a display page on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim, ~~wherein the context sensitive help for the step is automatically invoked when initiating the step;~~

retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step comprises ~~is~~ a unique code for the display page for the first step;

locating a first page identifier entry for the page identifier in a first index table, wherein the first page identifier entry includes a first object identifier for locating help information entries in one or more help information tables;

reading the first object identifier from the first page identifier entry;

locating a first help information entry for the first object identifier in a first help information table from the one or more help information tables, wherein the first help information entry for the first object identifier includes a first unit of help information for the first step;

reading the first unit of help information for the first step from the first help information entry in the first help information table;

displaying the first unit of help information read from the first help information entry for the first step on the display; and

displaying the display page for the first step on the display.

89. (Previously presented): The carrier medium of claim 88, wherein the program instructions are further computer-executable to implement:

locating a second page identifier entry for the page identifier in the first index table, wherein the second page identifier entry includes a second object identifier for locating help information entries in the one or more help information tables;

retrieving the second object identifier from the second page identifier entry;

locating a second help information entry for the second object identifier in the first help information table, wherein the second help information entry for second first object identifier includes a second unit of help information for the first step;
reading the second unit of help information for the first step from the second help information entry in the first help information table; and
displaying the second unit of help information read from the second help information entry for the first step on the display.

90. (Original): The carrier medium of claim 89, wherein the program instructions are further computer-executable to implement:

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a second relevance value for the second unit of help information read from the second help information entry for the first step; and
wherein the first unit of help information and the second unit of help information are displayed in order of their relevance values.

91. (Previously presented): The carrier medium of claim 88,
wherein the first step includes one or more content items each associated with a content item code, and wherein the content items are displayable on the display page for the first step;

wherein the program instructions are further computer-executable to implement:

locating a first content item code entry for the first content item code in the first index table, wherein the first content item code entry includes a third object identifier for locating help information entries in the one or more help information tables;
retrieving the third object identifier from the first content item code entry;

locating a third help information entry for the third object identifier in the first help information table, wherein the third help information entry for the third object identifier includes a third unit of help information for the first content item of the first step;
reading the third unit of help information for the first content item of the first step from the third help information entry in the first help information table;
and
displaying the third unit of help information read from the third help information entry for the first content item of the first step on the display.

92. (Original): The carrier medium of claim 91, wherein the program instructions are further computer-executable to implement:

determining a first relevance value for the first unit of help information read from the first help information entry for the first step;
determining a third relevance value for the third unit of help information read from the third help information entry for the first content item of the first step; and
wherein the first unit of help information and the third unit of help information are displayed in order of their relevance values.

93. (Previously presented): The carrier medium of claim 88,
wherein the first unit of help information read from the first help information entry for the display page is information relevant to performing the first step in processing of the bodily injury insurance claim.

94. (Previously presented): The carrier medium of claim 88,
wherein the one or more help information tables comprise a header table, wherein units of help information in the header table include headers from one or more documents related to the processing of the bodily injury insurance claim; and

wherein the one or more help information tables further comprise a text table, wherein units of help information in the text table include text sections from one or more documents related to the processing of the bodily injury insurance claim.

95. (Currently amended): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

initiating processing of a bodily injury insurance claim on a computer-based bodily injury insurance claims processing system comprising a display, wherein said processing of the insurance claim on the computer-based bodily injury insurance claims processing system comprises one or more steps, and wherein each step is displayed in one or more display pages on the display, and wherein processing a bodily injury insurance claim comprises evaluating, analyzing and estimating the amount of damage associated with the bodily injuries;

initiating a first step in the processing of the bodily injury insurance claim, ~~wherein the context sensitive help for the step is automatically invoked when initiating the step;~~

retrieving a page identifier for a display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step comprises is a unique code for the display page for the first step;

locating a plurality of page identifier entries for the page identifier in one or more index tables, wherein each of the plurality of page identifier entries includes an object identifier for locating object identifier entries for the page identifier in one or more help information tables;

retrieving a plurality of object identifiers from the plurality of page identifier entries in response to initiating the first step;

locating a first plurality of help information entries for the plurality of object identifiers in the one or more help information tables, wherein each of the first plurality of help

information entries includes a unit of help information for the display page for the first step;
reading a first plurality of units of help information for the display page for the first step from the first plurality of help information entries;
displaying the first plurality of units of help information read from the first plurality of help information entries for the display page for the first step on the display; and
displaying the display page for the first step on the display.

96. (Original): The carrier medium of claim 95, wherein the program instructions are further computer-executable to implement:

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables; and
displaying the first plurality of units of help information on the display in order of the first plurality of relevance values.

97. (Original): The carrier medium of claim 95,
wherein the first step includes a plurality of content items;
wherein the plurality of content items are displayed on the display page for the first step;
wherein one or more of the plurality of content items of the first step are each associated with a content item code; and

wherein the program instructions are further computer-executable to implement:

retrieving one or more content item codes for the one or more of the plurality of content items;

locating one or more content item code entries for the one or more content item codes in the one or more index tables, wherein each of the one or more content item code entries includes an object identifier for locating help information entries in the one or more help information tables;

retrieving one or more object identifiers from the one or more content item code entries for the one or more content item codes;
locating a second plurality of help information entries for the one or more object identifiers in the one or more help information tables, wherein the second plurality of help information entries for the one or more object identifiers each include a unit of help information;
reading a second plurality of units of help information for the one or more of the plurality of content items from the second plurality of help information entries in the one or more help information tables; and
displaying the second plurality of units of help information read from the second plurality of help information entries on the display.

98. (Original): The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

reading a first plurality of relevance values for the first plurality of units of help information from the plurality of page identifier entries in the one or more index tables;
reading one or more relevance values for the second plurality of units of help information from the one or more content item code entries in the one or more index tables;
and
displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the relevance values.

99. (Previously presented): The carrier medium of claim 97, wherein the program instructions are further computer-executable to implement:

determining a total number of the page identifier and content item codes that occur in the first plurality of help information entries and second plurality of help information entries; and

displaying the first plurality of units of help information and the second plurality of units of help information on the display in order of the determined total number of the page identifier and content item codes that occur in each unit of help information.

Claims 100-113 (Cancelled)

114. (Previously presented) The method of claim 3, wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry.

115. (Previously presented) The method of claim 3, wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the a second relevance value comprises determining a position of the code or the term in the second help information entry.

116. (Previously presented) The method of claim 3, wherein the first unit of help information includes text sections from one or more documents related to the processing of the bodily injury insurance claim, wherein the second unit of help information includes text sections from one or more documents related to the processing of the bodily injury insurance claim.

117. (New) The method of claim 3, wherein determining at least one of the relevance values comprises:

using a word count for a term or a code from the help information entry to produce a percentage relevance value;

using a position of a code or a term in the help information entry and using position of the occurrence and the total word count of the portion of the document to produce a positional relevance value; and

Inventor: Childress
U.S. Pat. Appl. No.: 09/603,302
Atty. Dckt. No.: 5053-35700

combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence.

Remark/Arguments

A. Claims in the Case

Claims 111-113 have been cancelled. Claims 1, 13, 24, 54, 64, 81, 88, and 95 have been amended. Claim 117 is new. Claims 1-20, 22-28, 43-49, 51-60, 62-68, 81-99, and 114-117 are pending in the case.

B. 35 U.S.C. § 112, Second Paragraph

The Examiner rejected claims 1-20, 22-28, 43-49, 51-60, 62-68, 81-99 and 111-116 under 35 U.S.C. §112, second paragraph, as being indefinite for failing to particularly point out and distinctly claim the subject matter which applicant regards as the invention. Applicant respectfully disagrees with these rejections. Nevertheless, to expedite prosecution of this application, Applicant has amended claims 1, 13, 24, 54, 64, 81, 88, and 95 for clarification. Applicant submits that the claims are allowable under 35 U.S.C. §112, second paragraph.

C. The Claims Are Not Obvious Over Ryan in View of Brooks, Borghesi, and Vaidyanathan Under 35 U.S.C. § 103(a)

The Examiner rejected claims 1-20, 22-28, 43-49, 51-60, 62-28, 81-99, and 111-113 as being unpatentable over U.S. Patent No. 5,655,085 to Ryan et al. (hereinafter, "Ryan") in view of U.S. Patent No. 4,992,972 to Brooks et al. (hereinafter "Brooks") and U.S. Patent No. 5,950,169 to Borghesi et al. (hereinafter "Borghesi") and of U.S. Patent No. 6,467,081 to Vaidyanathan et al. (hereinafter "Vaidyanathan") under 35 U.S.C. § 103(a). Applicant respectfully disagrees with these rejections.

To reject a claim as obvious, the Examiner has the burden of establishing a *prima facie* case of obviousness. *In re Warner*, 154 U.S.P.Q. 173, 177-78 (C.C.P.A. 1967). To establish

prima facie obviousness of a claimed invention, all claim limitations must be taught or suggested by the prior art. *In re Royka*, 490 F.2d 981, 180 U.S.P.Q. 580 (C.C.P.A. 1974); MPEP § 2143.03. In addition, there must be some suggestion or motivation, either in the references themselves or in the knowledge generally available to one of ordinary skill in the art, to modify the reference or to combine reference teachings. *In re Vaeck*, 947 F.2d 488, 20 U.S.P.Q.2d 1438 (Fed. Cir. 1991).

Amended claims 1, 13, 24, 81, 88, and 95 describe combinations of features including: “retrieving a page identifier for the display page for the first step from display information describing the display page for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step”. The cited art does not appear to teach or suggest at least the above-quoted features of claims 1, 13, 24, 81, 88, and 95 in combination with the other features of the claims.

The Office Action acknowledges that Ryan, Brooks, and Borghesi fail to expressly disclose “a page identifier comprising a unique code for the display page”. Nevertheless, the Office Action takes the position that Vaidyanathan “reads on ‘unique code for display page’”. Applicant respectfully disagrees with the Office Action’s position. Vaidyanathan discloses invoking an automatic help module when a predetermined event occurs “when a user enters a particular token or type of token”. (Vaidyanathan, column 7, lines 34-36). Vaidyanathan gives as examples of tokens: identifier names, function name, class names, macro names, global and local variable names, and operators. Vaidyanathan, either alone or in combination with the other cited art, does not appear to teach or suggest a unique code for a display page for a processing step. Applicant respectfully requests removal of the rejections of claim 114 and 115 under 35 U.S.C. §103(a).

Amended claim 43 describe a combination of features including: “locate a first help information entry for the first step in the help database using a page identifier for the first step,

wherein the page identifier for the display page for the first step is a unique code for a display page for the first step”. Amended claims 54 and 64 describe combinations of features including: “retrieve a page identifier for a display page for the first step from display page information for the first step, wherein the page identifier for the display page for the first step is a unique code for the display page for the first step”. For at least the reasons stated above with respect to claims 1, 13, 24, 81, 88, and 95, Applicant submits that claims 43, 54, and 64 are allowable over the cited art.

D. The Claims Are Not Obvious Over Ryan in View of Brooks, Borghesi, and Vaidyanathan in View of Sciammarella Under 35 U.S.C. § 103(a)

The Examiner rejected claims 114-116 as being obvious over Ryan in view of Brooks, Borghesi and Vaidyanathan and further in view of U.S. Patent No. 5,982,369 to Sciammarella et al. (hereinafter “Sciammarella”) under 35 U.S.C. § 103(a). Applicant respectfully disagrees with these rejections.

Claim 114 recites: “wherein determining the first relevance value comprises using a word count for a term or a code from the first help information entry, wherein determining the second relevance value comprises using a word count for the term or the code from the second help information entry”. Claim 115 recites: “wherein determining the first relevance value comprises determining a position of a code or a term in the first help information entry, wherein determining the a second relevance value comprises determining a position of the code or the term in the second help information entry.” The cited art does not appear to teach or suggest at least the above-quoted features of claims 114 or 115, in combination with the other features of the claims.

The Office Action acknowledges that Ryan, Brooks, Borghesi and Vaidyanathan fail to expressly disclose the above-quoted features of claims 114 and 115. Nonetheless, the Office

Action apparently relies on Sciammarella for the above-quoted features of claims 114 and 115.

The portion of Sciammarella cited in the Office Action states:

a controllable processor programmed to examine a plurality of documents in said database for determining relevance of each document to a first search term, to obtain as first search results only those documents that are relevant to said first search term, and for determining relevance of each document to a second search term, to obtain as second search results only those documents that are relevant to said second search term, to determine match values for said first and second search results such that a higher match value indicates higher relevance to said first or second search term, to display images of said first search results in such a manner that an image of a more relevant search result having a first match value is displayed at a different position on said screen than an image of a less relevant search result having a second match value which is lower than said first match value, and to display images of said second search results in such a manner that an image of a more relevant search result having a third match value is displayed at a different position on said screen than an image of a less relevant search result having a fourth match value which is lower than said third match value.

(Sciammarella, column 9, line 22 through column 10, line 7)

Sciammarella discloses determining relevancy of plurality of documents for two search terms, then displaying images of more relevant search results in a different position on a screen than less relevant search results. Nothing in the above-quoted portion of Sciammarella, or any other portion of Sciammarella, however, appears to teach or suggest determining the relevance values using word counts for a term or the code from the help information entry, or determining relevance values including determining a position of a code or a term in a help information entry. Applicant respectfully requests removal of the rejections of claim 114 and 115 under 35 U.S.C. §103(a).

E. New Claim

New claim 117 describes a combination of features including “using a word count for a term or a code from the help information entry to produce a percentage relevance value; using a position of a code or a term in the help information entry and using position of the occurrence

and the total word count of the portion of the document to produce a positional relevance value; and combining the percentage relevance value and the positional relevance value to produce the relevance value for the occurrence.” Support for claim 117 may be found in the specification at least on page 30, line 6, through page 32, line 8. Applicant submits that the combination of features of this claim are not taught or suggested by the cited art.